

Yovoy Privacy Policy

This Privacy Policy tells you what to expect us (Yovoy Ltd.) to do with your personal information.

1. What information we collect, use, and why

We collect or use the following information in order to provide an introduction service (and related services) to businesses and individuals who wish to have goods delivered and those who offer delivery services. Different information is collected for different types of user:

- Names, contact details and position
- Company details (including company name, company number and VAT number)
- Addresses
- Payment details, which will be stored in encrypted form (including card or bank information for transfers and direct debits and payments)
- Credit reference information
- Photographs or video recordings
- Identification documents
- Information relating to compliments or complaints
- Communication information
- Location Data - real-time GPS location
- Vehicle and Performance Data
- Website user information (including user journeys, web sites visited and cookie tracking)
- Device information (including IP addresses, browser type, device type, operating system and other system information)

2. Lawful bases and data protection rights

Under UK data protection law, we must have a "lawful basis" for collecting and using your personal information. There is a list of possible lawful bases in the UK GDPR.

Which lawful basis we rely on may affect your data protection rights which are in brief set out below.

- **Your right of access** - You have the right to ask us for copies of your personal information. You can request other information such as details about where we get personal information from and who we share personal information with. There are some exemptions which means you may not receive all the information you ask for.

- **Your right to rectification** - You have the right to ask us to correct or delete personal information you think is inaccurate or incomplete.
- **Your right to erasure** - You have the right to ask us to delete your personal information.
- **Your right to restriction of processing** - You have the right to ask us to limit how we can use your personal information.
- **Your right to object to processing** - You have the right to object to the processing of your personal data.
- **Your right to data portability** - You have the right to ask that we transfer the personal information you gave us to another organisation, or to you.
- **Your right to withdraw consent** – When we use consent as our lawful basis you have the right to withdraw your consent at any time.

If you make a request, we must respond to you without undue delay and in any event within one month.

To make a data protection rights request, please contact us using the contact details in this Privacy Policy.

3. Our lawful bases for the collection and use of your data

Our lawful bases for collecting or using personal information to provide services and goods are:

- **Consent** - we have permission from you after we gave you all the relevant information. All of your data protection rights may apply, except the right to object. To be clear, you do have the right to withdraw your consent at any time.
- **Contract** – we have to collect or use the information so we can enter into or carry out a contract with you. All of your data protection rights may apply except the right to object.
- **Legitimate interests** – we’re collecting or using your information because it benefits you, our organisation or someone else, without causing an undue risk of harm to anyone. All of your data protection rights may apply, except the right to portability. Our legitimate interests are:
 - Yovoy learns about and stores the preferences of users based on their usage of the Yovoy software platform and uses this information to provide a customised user experience.

4. Where we get personal information from

- Directly from you
- Your use of the Yovoy web site

- Credit reference agencies
- Suppliers and service providers

5. How long we keep information

Personal information is retained for as long as is deemed necessary, depending on the legal basis relied upon and in accordance with your rights. You may withdraw your consent at any time by contacting us using the details provided in this Privacy Policy.

6. Who we share information with

Others we share personal information with:

- Credit reference agencies
- Suppliers and service providers
- Third parties to perform identity checks and right-to-work checks

7. How to complain

If you have any concerns about our use of your personal data, you can make a complaint to us using the contact details in this Privacy Policy.

If you remain unhappy with how we've used your data after raising a complaint with us, you can also complain to the ICO.

The ICO's address:

Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF

Helpline number: 0303 123 1113

Website: <https://www.ico.org.uk/make-a-complaint>

8. Contact details

Email: info@yovoy.co.uk